

## POSITION DESCRIPTION

Title: Gate Attendant

Department: Department of Archives and History

Job Analysis: December 2014, March 2015, February 2019

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

### Relationships

Reports to: Director of Archives and History, County Administrator, **dotted line to Horticulturist**

Subordinate Staff: None

Internal contacts: Elected Officials, Baldwin County Commission Employees

External Contacts: General Public

Status: Classified/Non-Exempt (E)

### Job Summary

Under supervision, performs a wide variety of public contact service involving tourist and visitors. The Gate Attendant will help improve the visitor experience to Bicentennial Park. In addition, the Gate Attendant will have the opportunity to serve in many capacities of the daily operations including hospitality and other requisite administrative tasks in support of park visitors and staff.

### Job Domains

1. Greet visitors, provide brochures and give directions.
2. Accurately maintain deposit logs and accounts for all revenue collected during the shift.
3. Answer telephone calls and respond to visitor questions.
4. Maintain inventories of necessary supplies.
5. Convey and enforce park rules and regulations.
6. Patrol or monitor premises to prevent theft, violence, or infractions of park rules and maintain security of premises.
7. Communicate with staff and public safety officials during emergencies and report public hazards.
8. Conduct litter pick-up as needed.
9. Conduct tours of the park.

10. Clean park restrooms as needed.

11. May perform other duties as assigned and assist other employees with park projects.

### **Knowledge, Skills and Abilities**

(Any item with an asterisk will be taught on the job.)

1. \*Knowledge of park rules and regulations.
2. \*Knowledge of park amenities including trails.
3. Knowledge and ability to operate electronic equipment including phone and communications radio.
4. Knowledge of excellent customer service principles.
5. Verbal communication skills.
6. Competent mathematical skills.
7. Ability to follow directions.
8. Ability to establish and maintain positive working relationships with those contacted in the course of work at all levels, including a culturally diverse public, with a focus on quality service to internal and external customers.
9. Ability to remain calm under pressure.
10. Ability to lift up to fifty (50) pounds, unassisted,

### **Other Characteristics**

1. Be willing to work non-standard hours, including weekends or holidays, as needed.
2. May be required to work alone for extended periods of time between visitors and/or in inclement weather.

### **Minimum Qualifications**

1. Possess a valid driver's license.